

Turf, Trust and Collaboration- Building Regional Approaches in New Brunswick

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Welcome and Setting the Context



- Land Acknowledgement
- Introductions
- Review Agenda and Workshop Outcomes



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The Agenda for the Workshop

Morning Session	Afternoon Session
<ul style="list-style-type: none"> • Welcome and Making Connections • Petcha Kutcha – Impacting Community Wellness • Turf, Trust and Collaboration – An Overview <ul style="list-style-type: none"> • TRIZ • The Collaboration Spectrum 	<ul style="list-style-type: none"> • Putting Trust into Practice <ul style="list-style-type: none"> • Personal Asset Inventory • Regional Dialogues <ul style="list-style-type: none"> • How do we build trust and inclusive relationships to advance our regional wellness efforts? • Closing and Evaluation



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Workshop Outcomes

- Provide an opportunity for key partners and regional groups to learn more about each other
- Increase knowledge and skills in developing trust
- Have access to and practice tools
- Engage regional partners in a dialogue about collectively working toward community outcomes



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The Learning Centre

Tamarack's Learning Centre exists to **empower community changemakers to achieve greater impact**. We support municipalities, funders, non-profits, and community leaders through on-demand coaching and consulting, in-person and digital training, and publications that guide change efforts. We support our Learning Network in developing five interconnected practices that lead to community change.



Vibrant Communities



Cities Reducing Poverty is a network of more than 175 cities represented by 61 regional partners who are working collaboratively to end poverty in their communities.

Cities Deepening Community is a network of 67 cities seeking to strengthen neighbourhoods and 25 cities developing community plans to grow citizen engagement, civic leadership and a sense of belonging.

Welcome



Making Connections

- Who is in the room?
- Minute Marathon



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Pecha Kucha – Impacting Community Wellness in New Brunswick



Tell your Story of Impact

5 X 5

5 slides in 5 minutes



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Turf, Trust, and Collaboration

The Context



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The Big Ideas behind Building Trust

1. We live in a time of complexity, we are not connected to each other and engage in hyper-individualized consumerism.
2. There is a neuro-science and behaviours that connect to building trust.
3. Trust and time are connected – but not always for the better.
4. Focus on ourselves first and then build trust by turning outward.
5. We need to build our capacity for embedding trust in our relationships to build connections.



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The Challenge of Turf



Turf Defined:

- The space between working together and working in isolation.
- Mechanisms to protect ourselves and our organizations from perceived threats.



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Fight, Flight, Work

Fight - Using energy against others and group leaders

Flight – draining energy out and diverting attention

Work - providing a catalyst for group members to address an issue

Giving Information, Opinions or Suggestions

1. Using emotion laden words
2. Repeating points
3. Making speeches
4. Accusing, blaming
5. Name-calling
6. Taking a fixed position

1. Taking side trips
2. Telling irrelevant stories
3. Playing down differences to avoid conflicts
4. Intellectualizing

1. Suggesting group norms
2. Providing relevant data
3. Identifying underlying interests
4. Suggesting workable options by linking different ideas together
5. Suggesting experiments



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Fight, Flight, Work

Fight - Using energy against others and group leaders

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Work - providing a catalyst for group members to address an issue

Responding to Differences in Perspectives and Values

1. Focusing only on differences
2. Enlarging number or size of differences
3. Using differences as a basis for stimulating conflict
4. Labeling and stereotyping others ideas
5. Using outside experts to bolster one's position
6. Using power plays and coercive tactics to force one's opinion or values on the group

1. Smoothing over differences
2. Avoiding discussion or differences hoping they will go away
3. Using secrecy to avoid confrontation
4. Complying with, or submitting to, the strongest position of others

1. Identifying and clarifying differences
2. Clarifying underlying interests
3. Clarifying semantic confusion and misunderstanding
4. Using differences as a basis for inventing new approaches and strategies

Fight, Flight, Work – Your Turn

Fight - Using energy against others and group leaders	Flight – draining energy out and diverting attention	Work - providing a catalyst for group members to address an issue
Dealing with Turf Issues		



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TRIZ

Designing a Perfectly Adverse System to Make Space for Innovation

How can we make sure that we reliably achieve your *most unwanted result*?

What Is The Most Unwanted Result Of Your Work?

- How can we ensure that your most unwanted result is achieved?
- Do not compare with current reality....yet!



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Step 1:

In a small group, compile a list of to-do's in answer to:

“How can we reliably design a meeting so that every who attends does not trust anyone else who is attending the meeting....”

Do not compare to current reality at this point.

5 minutes

Go wild!



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Step 2:

First alone, then in your group, go down your list and ask:

“Is there anything we are doing that resembles in any shape or form the ideas on our list?”

Make a 2nd list of those activities and talk about their impact

- Be unforgiving
- 5 Minutes



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Step 3:

- First alone, and then in your group, compile the list of what needs to be stopped.
- Take one item at a time and ask:
“How am I/are we going to stop it? What is your first move?”
- Be as concrete as you can
- Identify who else is needed to stop this activity
- 5 minutes



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Brainstorm

Insights and use of TRIZ?

TRIZ Insights



- TRIZ makes space for innovation
- Lifting taboos and sharing heretical ideas can be fun and full of laughter
- Renewal requires destruction, sifting through what should stay and what should go
- Test it as a substitute for visionary planning



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Building Trust in Community Change



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The Neuroscience of Trust



Source: Judith E. Glaser

<https://www.psychologytoday.com/us/blog/conversational-intelligence/201509/make-candor-priority>



1. Status - relative importance to others.
2. Certainty - being able to predict the future.
3. Autonomy - a sense of control over events.
4. Relatedness - a sense of safety with others, of friend rather than foe.
5. Fairness - a perception of fair exchanges between people.

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The 5 Waves of Trust – starting with self trust



Source: Stephen Covey, The Speed of Trust

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The Five Waves of Trust



- *Self-Trust* – deals with the confidence we have in ourselves – in our ability to set and achieve goals, to keep commitments, to walk our talk – and also with our ability to trust others
- *Relationship Trust* – is about how to establish and increase trust with others
- *Organizational Trust* – deals with how leaders can generate trust in different organizations
- *Market Trust* – reflects the trust customers, investors and others in the marketplace have in our organization
- *Societal Trust* – is about creating value for others and for society at large

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Building Relational Capacity

- **Sincerity** – is the assessment that you are honest, that you say what you mean and mean what you say, and that you can be believed and taken seriously. Your actions will align with your words.
- **Reliability** – is the assessment that you meet the commitments you make, that you keep your promises.
- **Competence** – is the assessment that you have the ability to do what you are doing or propose to do - the other person believes you have the requisite capacity, skill, knowledge, and resources
- **Care** – is the assessment that you have the other person's interests in mind as well as your own



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13 ways to build trust

1. Talk straight
2. Demonstrate respect
3. Create transparency
4. Right wrongs
5. Show loyalty
6. Deliver results
7. Get better
8. Confront reality
9. Clarify expectations
10. Practice accountability
11. Listen first
12. Keep commitments
13. Extend trust



Covey - The Speed of Trust, page 127

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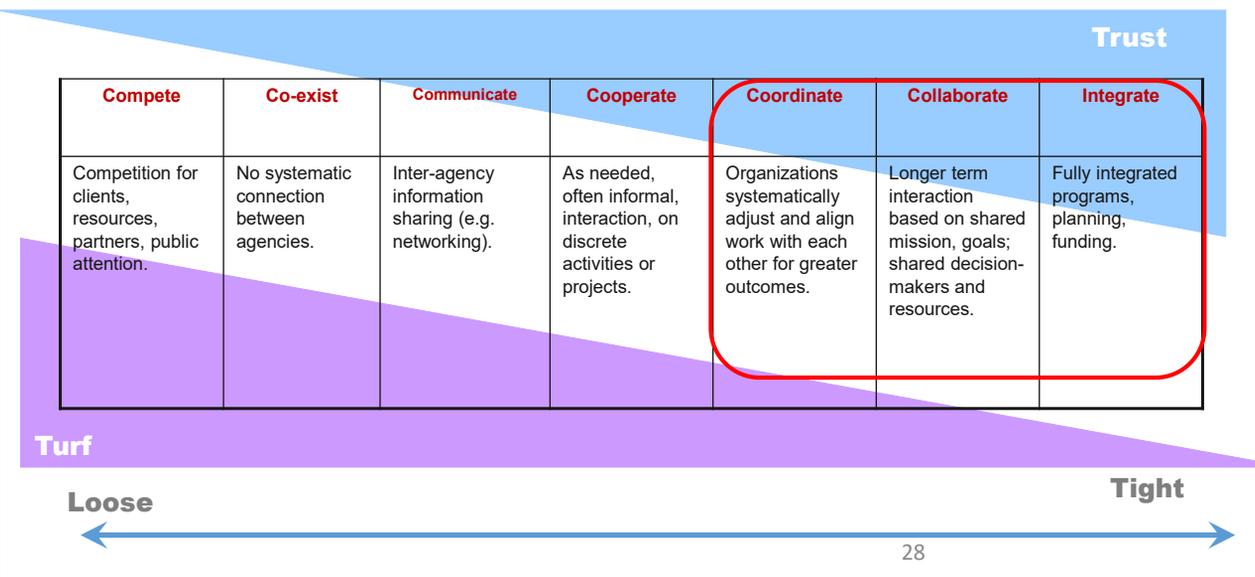
Your Turn

- What do you do well when building trust?
- What is challenging to you and why?



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The Collaboration Spectrum



Lunch and Networking



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Pivoting to Trust-building Tools and Approaches



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Simple Tools to Build Trust – Personal Asset Inventory

Instructions

- Individually: On separate post it notes, write down your passions and skills
- As a Table: Share and begin to cluster the assets that you have at your table
- Reflection: What skills and assets did your table uncover?



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Discussion



Why is the Personal Asset Inventory a useful tool for building trust amongst collaborative participants?



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Simple Tools for Building Trust – Meeting Design

- The Four Agendas
- Checking In and Checking Out
- Engagement Questions
- TRIZ



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4 Agendas in Collaborative Innovation



THE ALIGNING AGENDA
is about aligning around a clear and deeply shared intent for our work together.



THE CONNECTING AGENDA
is about building trusting connections across the many boundaries between us.



THE LEARNING AGENDA
is about deeply understanding the system and the human experience within it.



THE MAKING AGENDA
is about building and testing tangible solutions and bringing them to scale.



Source: <http://www.cocreativeconsulting.com/tools>

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Engagement Strategies

Conversations and Questions:

- Building a Trust Memory Wall
- Checking in and checking out of conversations
- Why is it important that I am here today?
- What will it take to get to the change we want?
- What can I give? What do I need to get? What are my constraints?
- Others?



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Top Three Things



On post it notes – write down the top three things you want to take away from the workshop today.

Share your top three with your table.



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Questions?



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Regional Dialogues



- If we agree the community is our client, how do we collectively serve them better?
- How do we build in trust and inclusive relationships?



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Closing and Evaluation



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Thank You!

Please share your feedback with us at
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